



MINUTES for Regular Board of Directors Meeting 27 APRIL 2020 (Day 1 of 2)

Meeting Logistics:

04/27/2020 8:00a Mountain Time

Location:

Zoom Meeting

<https://zoom.us/j/8256677745>

Meeting ID: 825 667 7745

ANTI-TRUST STATEMENT

It is the policy of the Association for Challenge Course Technology, and it is the responsibility of every Association member company, to comply in all respects with federal and state antitrust laws. No activity or discussion at any Association meeting or other function may be engaged in for the purpose of bringing about any understanding or agreement among members to:

- (a) raise, lower, or stabilize prices;
- (b) regulate production;
- (c) allocate markets;
- (d) encourage boycotts;
- (e) foster unfair trade practices;
- (f) assist monopolization, or
- (g) in any way violate federal or state antitrust laws.

Any questions regarding the meaning or applicability of this policy, as well as any concerns regarding activities or discussions at Association meetings, should be promptly brought to the attention of the Association Executive Director or the Chair of the Board of Directors.

ATTENDEES

Presiding Officer:

Carson Rivers – **Chair**

Board Member Attendees:

Keith Jacobs – **Vice Chair**
 Mandy Stewart – **Secretary**
 Cameron Annas – **Treasurer**

Bahman Azarm – **Member**
 Paul Cummings – **Member**
 Victor Gallo – **Member**

Rohan Shahani – **Member**
 Billy Simpson – **Member**
 Shawn Tierney – **Executive Director**

Additional Attendees:

Reb Gregg - **Association Counsel** (*joined at beginning, left at 8:55AM*)

Quorum?

Yes
 No



Monday, 27 April 2020

Meeting called to order at 8:04 AM Mountain Time by Carson Rivers.

Mandy reads the ACCT Mission Statement.

The Association for Challenge Course Technology (ACCT) establishes and promotes the standard of care and measure of excellence that defines professional practice and effective challenge course programs. ACCT develops, refines, and publishes standards for installing, maintaining, and managing challenge courses; provides forums for education and professional development; and advocates for the challenge course and adventure industry.

Mandy reads the ACCT Anti-Trust Statement.

Approval of Agenda

Motion:	Review and approve the meeting agenda
Made by:	Keith
Seconded by:	Cameron
Discussion:	None
Vote:	In Favor – Paul, Billy, Victor, Bahman, Rohan, Cameron, Mandy, Keith Opposed - 0 Abstaining - Carson
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Fiduciary Responsibilities

- GUEST: Reb Gregg
- Fiduciary responsibilities applicable regardless of jurisdiction
- Reference documents (in meeting folder):
 - Expectations of Board Members
 - Legal Issues for Board Members
- Consider evaluating and possibly “sunsetting” policies and systems as needed.
- Evaluate to ensure that the entire membership community is served.

ACTION ITEM – Cameron to review Association's D&O policy.

Reb left at 8:55AM Mountain.

Check-In with BoD Members (Carson)

- Expectation to be participatory and contributing.
- Provide a suggested path forward on topics, in addition to sharing general thoughts.
- Be mindful of giving Shawn space to perform his ED role, in addition to his general BoD duties.

ACTION ITEM – Carson to invite BoD to Asana Board List; BoD to review.



Approval of Previous Meeting Minutes

Motion:	Approve minutes from meeting held 15 April 2020.
Made by:	Bahman
Seconded by:	Keith
Discussion:	None.
Vote:	In Favor – N/A Opposed – 0 Abstaining – Carson
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Strategic Planning

- Short term as well as long term planning is in order given COVID-19 and recent developments.
- Former BoD Chairs have counseled that:
 - the BoD should keep the plan simpler rather than more elaborate; a more manageable plan.
 - Utilizing a facilitator could be valuable.
- Identified Work/Topics for Breakout Session
 - Review Mission & Vision
 - Is current budget amount still appropriate?
 - Identify the definition of "short" and "long" term
 - Identifying possible facilitators
 - What does shifting to a governance model look like in relation to strategic planning?
 - Consider how the strategic plan interacts with the work of the BoD, work of the staff, and an actionable plan
 - Analyzing human and financial resources in relation to a strategic plan

Leadership & Nominations

- ToR may need to be reviewed alongside Membership Work Group ToR
- BoD Elections
- Identified Work/Topics for Breakout Session
 - Evaluation of ToR
 - BoD nominations and elections?
 - General Association leadership needs identification and sourcing
 - Leader education
 - Committee makeup, current and future
 - Are we accurately representing our membership?
 - Addressing the changing volunteer pool
 - Evaluation process for leadership
 - BoD elections and the L&N role and Vice Chair role in the process
 - Separate annual Task Force?
 - Identifying responsibility and ensuring thorough knowledge of procedures ahead of the election



OA & OR Punch Lists

- Update from Shawn
 - OA
 - Revising 3-year budget projection – still in progress
 - Need final decisions on matters specific to non-US based operations
 - OR
 - Reviewer training follow up needs to happen
- COI Concerns
 - ACCT should consider consulting standards that address development of accreditation programs
- Identified Work/Topics for Breakout Session
 - Review OA & OR punch lists, updating as needed
 - Establish realistic timeline for each program to deliver an MVP
 - Review current web page(s)
 - Review documents from attorney and suggest 1) acceptance or 2) revisions for BoD
 - Suggest path forward on any remaining matters specific to non-US based operations
 - Establish the people/groups who need to be included in rollout-prep conversations
 - Tentatively set a timeline/process for monitoring and evaluating the OA & OR programs as we go
 - Discuss COI topics

BREAK FOR LUNCH @ 11:34AM

1:30PM – 3:00PM

BREAKOUTS - Convene independently

Strategic Planning (Paul, Cameron, Carson)

Leadership & Nominations (Keith, Bahman, Rohan)

OA & OR Punch List (Shawn, Billy, Mandy, Victor)

RECONVENE @ 3:05PM

Strategic Planning Report Out

- Recommendations
 - May 6: Review update of current FY2020 priorities
 - June 17: Extended meeting of 4-5 hours to assess priorities and create FY2021 plan
 - September 2020: Submit proposals to the BoD for facilitators/process
 - January 2020: Select facilitator/process
 - April 2021: Planning process with facilitator/plan solidified
 - July 2021: Implementation of plan
- Effects of COVID-19 may affect the industry heavily in 2020. Additional time will allow the industry to re-normalize, give BoD a more realistic picture of Association status (conference attendance and membership), and allow current initiatives to be completed/implemented.

ACTION ITEM – Identify extended strategic planning meeting date in June once schedules for June are better known.



Leadership & Nominations Report Out

- Recommendations
 - Review and revise L&N Committee and Membership Work Groups ToRs to differentiate scope or combine groups.
 - July BoD meeting:
 - BoD is charged with running election
 - Review election procedures
 - Assess larger elections structure for the long term
- In person voting for General Membership seats may be more feasible now with advancements with technology.

OA & OR Report Out

- Shawn and Heather to update due dates on task items in Asana
- Target for OA rollout: end of May 2020
- Updates to landing page to be made
- OA Agreement needs minor edits – to be performed by ACCT Staff
- Final alignment amongst all docs needs to be completed
- OR Agreement needs to be completed and reviewed
- Meeting amongst staff and volunteer groups prior to rollout to ensure everyone is on the same page with process
- Additional OR training to be explored for 2020, possibly online

ACTION ITEM – Shawn to request attorney to complete draft OR Agreement ASAP.

ACTION ITEM – Billy to consult with ACC regarding holding an additional OR online training in 2020.

ACTION ITEM – Standards regarding guidance to accrediting bodies to be explored; standards to be purchased, and then reviewed by Mandy and Rohan prior to 6 May BoD meeting.

Consensus Group

ACTION ITEM – Shawn to compile time needs/commitment of the Secretary to the CG for review by BoD at 6 May meeting.

ACTION ITEM – Shawn, Carson, Keith, and John to meet and review Secretariat responsibilities, clarifying roles of involved parties (Secretariat, Staff, Secretary to CG).

ED Review Process

- Utilize a web form for assessment, Shawn as well as each Board member to complete.
- Core questions to be submitted to staff for feedback as well (different scope than Shawn and BoD).
- Goal is to complete review face to face. If face to face isn't feasible before the end of the fiscal year, it will be completed by distance.

ACTION ITEM – Keith to finalize feedback form and Carson to circulate to the BoD for completion in May.



Schedule Quarterly Secretariat Meeting

- 10 June 2020 @ 7:30a-9:00a Mountain via Zoom.

Motion:	Adjourn the meeting for the day and reassemble 28 April at 8:00AM Mountain.
Made by:	Rohan
Seconded by:	Cameron
Discussion:	None
Vote:	In Favor – N/A Opposed – 0 Abstaining – Carson
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Meeting adjourned at 5:01 PM Mountain Time.

APPROVED



MINUTES for Regular Board of Directors Meeting 28 APRIL 2020 (Day 2 of 2)

Meeting Logistics:
04/27/2020 8:00a Mountain Time

Location:
Zoom Meeting
<https://zoom.us/j/8256677745>
Meeting ID: 825 667 7745

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ATTENDEES

Presiding Officer:

- Carson Rivers – **Chair**

Board Member Attendees:

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Keith Jacobs – Vice Chair | <input checked="" type="checkbox"/> Bahman Azarm – Member | <input checked="" type="checkbox"/> Rohan Shahani – Member |
| <input checked="" type="checkbox"/> Mandy Stewart – Secretary | <input checked="" type="checkbox"/> Paul Cummings – Member | <input checked="" type="checkbox"/> Billy Simpson – Member |
| <input checked="" type="checkbox"/> Cameron Annas – Treasurer | <input checked="" type="checkbox"/> Victor Gallo – Member | <input checked="" type="checkbox"/> Shawn Tierney – Executive Director |

Additional Attendees:

Randy Smith – **Board Emeritus**
Melissa Webb – **Events Director**

Quorum?

- Yes
- No



Tuesday, 28 April 2020

Meeting called to order at 8:02 AM Mountain Time by Carson Rivers. The meeting is a continuance of the previous day's Board of Directors meeting.

Fiduciary Responsibilities (

- Reminder of fiduciary duties
- Bear in mind Mission and Anti-Trust Statement as we work today.

Ethics Committee

Board Emeritus Projects

- COI forms
- Ethics & Recusal
- Mergers, Acquisitions, and voting
- Tim Kempfe Memorial
- BE to meet 11 May to continue their work
- Call was held with Chair of Ethics; current processes and outstanding needs were identified.
- COI Forms Update
 - 104 forms received
 - Need to educate volunteers on the requirement to update forms throughout the year as needed.

Randy left meeting @ 9:17am

New Ethics Matter (Closed Session)

Motion:	Enter into closed session.
Made by:	Bahman
Seconded by:	Paul
Discussion:	None.
Vote:	In Favor – N/A Opposed – 0 Abstaining – 0
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

BoD enters closed session @ 9:18am Mountain

BoD exits closed session @ 9:42am Mountain

Storage & Access to Sensitive Association Records

- Formal Policies & Procedures needed for:
 - Closed Session Minutes
 - Documents pertaining to Sensitive/Closed Session Matters
 - Chair Only folder
 - Files specific to companies and individuals in credentialing programs
 - Identification of categories of documents deemed "sensitive"



ACTION ITEM – Draft ToR for IT Work Group to be developed by Shawn, Mandy, and John and presented to the BoD for review at the 20 May BoD meeting.

Organizational Chart Updates & Revisions

- Where does the PVM group fit? Discussion will be ongoing.
- Affinity Groups need connection/accountability
- Board Emeritus need to be added
- TIRE Subgroups may need to be added (TBD)

ACTION ITEM – Shawn to have John contact Membership Work Group and discuss accountability for Affinity Groups, reporting back at the 20 May meeting.

Apology Letter to Members

- Final distribution list of individuals is needed in order to send letter

ACTION ITEM – Rohan to provide final list of letter recipients to Shawn by Wednesday 29 April.

ACTION ITEM – Shawn to provide list of individuals to receive letters with associated emails to Mandy by Friday 2 May.

ACTION ITEM – Mandy to email letters to individuals, CCing BoD listserv by Wednesday 6 May.

PVMs Providing Services During COVID-19

- Reminder statement for credentialed companies and individuals re: jurisdictional requirements for COVID-19 is warranted.
 - Accredited Vendors
 - Certified Inspectors

ACTION ITEM – Keith to work with Shawn and Scott to finalize language for COVID-19 reminder to credentialed companies and individuals, and distribute by Friday 1 May.

Recess @11:35AM

LUNCH

Reconvene @ 1:32PM

Reserve Account Approvals

- Plan as presented by Shawn is in line with recommendations from the Finance Committee
 - Multiple accounts at multiple banks
 - Involvement of BoD
 - Multiple signatures required regarding the movement of large amounts of money



Motion: Accept the reserve account plan as presented by Shawn.
Made by: Mandy
Seconded by: Keith
Discussion: What's the longer-term plan for overall assessment of the plan?
Cameron to suggest to the Finance Committee that it is reviewed every 3 years.
Vote: In Favor – Bahman, Victor, Rohan, Paul, Billy, Cameron, Mandy, Keith
Opposed – 0
Abstaining – Carson
Motion Carries: Yes
 No

Motion: Authorize the Executive Director of Association for Challenge Course Technology (ACCT), to enter into discussions, negotiations, and transactions with financial institutions pertaining as pertaining to financial matters on behalf of the Association.
Made by: Rohan
Seconded by: Billy
Discussion: None.
Vote: In Favor – Bahman, Victor, Rohan, Paul, Billy, Cameron, Mandy, Keith
Opposed – 0
Abstaining – Carson
Motion Carries: Yes
 No

Motion: All accounts holding Association reserve funds shall require two signatures.
Made by: Cameron
Seconded by: Keith
Discussion: None.
Vote: In Favor – Bahman, Victor, Rohan, Paul, Billy, Cameron, Mandy, Keith
Opposed – 0
Abstaining – Carson
Motion Carries: Yes
 No

FY2021 Draft Budget Process

- Due to the impacts of COVID-19, current working draft reflects significantly reduced revenue across all departments (20-30%)
- Shawn to continue to develop budget with more significant reductions in revenue.



TABLED UNTIL NEXT MEETING:

- Committee Budget Requests
 - ACC Program Summit
 - Consensus Group
 - Others?

Melissa joins @ 3:30PM

Annual Conference

- Current status for 2021
 - Melissa is in contact with host hotels/venues (1 hotel is currently still in operation)
 - Events center has cancelled all events leading up to June so far.
 - Melissa to explore contract renegotiation options for 2021
 - Consider eliminating an entire hotel block, as well as whether it is possible to host the entire event at a hotel vs the convention center.
 - Explore options for alternate attendance/virtual participation.
- Consider using 2024 as an additional leverage point for negotiations.

Melissa exits @3:56PM

Staff Report Q&A

- Executive Director
- Policy Director
- Program Manager
- Events Manger
- Office Manager

Committee Report Questions Q&A

- Nominations & Leadership
- Finance
- Ethics
- International
- Insurance and Risk Management
- Consensus Group
- TIRE & Sub-Groups
- ACC & Sub-Groups

Schedule Time for Special Meeting to Discuss Ongoing Ethics Matter

- Meeting scheduled for 13 May 2020 @ 7:30AM Mountain.



Motion: Adjourn the meeting.
Made by: Bahman
Seconded by: Keith
Discussion: Tabled items added to Asana.
Vote: In Favor – N/A
Opposed – 0
Abstaining – 0
Motion Carries: Yes
 No

Meeting adjourned at 5:01 PM Mountain Time.

APPROVED



To: ACCT Board
From: Shawn Tierney, Executive Director
Date: 4/24/20

RE: April Board Report

Summary

March Financials

The draft March financial statement is in the Finance Drive (Finance - FY20 Financial Planning – Monthly Statements and Financial Reports).

Q3 Financials

The Q3 financial statement is also in the Finance drive.

FY21 Budget (FY21: July 1, 2020 – June 30, 2021)

Creating the budget for the next fiscal year (FY21) began in March with the goal of submitting a draft budget to the Board by the end of April. Very rough first drafts are in the Finance drive, FY21 financial planning folder. I will have two drafts, the first reflects a 30% decline in revenue across the board; the second reflects a 50% decline in revenue across the board.

Reserve Accounts (\$482,000)

I am in the process of setting up reserve accounts following the recommendations of the finance committee:

Bank A: \$40,000 in a MM; \$90,500 in a 12 mo. CD.

Bank B: \$40,000 in a MM; \$90,500 in a 3 mo. CD, then converting to 12 mo.

Bank C: \$40,000 in a MM; \$90,500 in a 6 mo. CD, \$90,500 in a 12 mo.

The reserve accounts will require the BOD to pass authorizing resolutions approving the funding of the accounts.

Quarterly Wage and Tax Report Filings

I am in process of filing quarterly wage and tax reports for CO, WA, and Montana for Q1 2020. Reports are due at the end of April.

2020 COI Forms

The 2020 COI forms went out to our volunteer base on February 4th. At the time of this writing, we have a total of 104 forms returned. On a call with the Chair of Ethics committee on 4/21 (attended by Carson, Rohan, Charlie, and Shawn) it was reported that all forms had

been reviewed. However, 5 forms had been submitted since that date, and we are still awaiting roughly 22 forms. See COI status report in drive.

OA/OR

OA: the first draft of a 3-year financial model/budget for the operation accreditation program was submitted to the finance committee for review in March. Awaiting final revisions to that budget from the finance committee. All program documents were submitted to Ryan Winters, a defense attorney with Hall/Evans for review in Feb / March and Ryan has completed the OA / OR contracts that were the final documents we were waiting for. Contracts are in the meeting folder. (ACCT and the operator, and ACCT and the operation reviewer).

Additionally,

*The OA landing page on the website has been mostly completed (awaiting final revisions to forms and contracts recommended in Ryan's letter dated 1/27) and can be ready to go live once the program has been approved.

*OR: 2 one-day trainings were held in Raleigh.

See the PM report for further information, and the OA/OR punch list in the drive.

2021 Conference

In process of reviewing contractual obligations, and Melissa is in dialogue with Spokane contacts to determine all available options based on reduced attendance, postponement and cancellation. Decisions will need to be made in early June based on best available data at that time.

API & Industry Calls

I have been attending weekly calls with API, and with AORE. Several projects are currently underway as a result of these calls. (discussion groups being formed to work on guidance to operators related to equipment/ amenities; training protocols; & guest / staff protocols. Also exploring webinars.

The Alliance

A very productive call was held on 4/23 with Carson, myself, Mandy, and Bill Weaver to discuss Alliance / ACCT – how both organizations are serving the industry, current and future efforts, where we might collaborate, cross promote where it makes sense, avoiding “duplication” of efforts due to limitation of resources, membership, etc. The idea of a partnership agreement was floated to create better understanding both internally and externally for how ACCT and Alliance can work together for the mutual benefit of the industry.

Staff Board Report

Heather Brooks
Program Manager
04/23/2020

Inspector Certification:

ICE Renewals: I have found 44 people scheduled for renewals in 2020. 21 In-house and 23 Professionals. 40 of those renewals are set to happen before 3/30/2020 the remaining 4 are for those who have tested in the fall. Of those 40 spring renewals, 24 have renewed. Emails to the remaining 16 are scheduled to be sent on 4/24/2020.

- One issue during this process currently is eye exams and notaries are difficult to find. Some people are not able to complete applications because of this. The ICP has agreed that we will not issue late fees during the time everything is closed.
- An email will also be sent out on the Inspector Listserv to remind people that if you have been furloughed or are currently unemployed, their inspector certificate is not considered valid since it needs to be attached to a company having insurance. During this time, many inspections have been cancelled, however, some individuals are still inspecting. Don Nagy is helping me come up with this email.
- I am watching the PA Safety Seminar to see if that cancels as that could affect future renewals.

ICE Testing Events:

Costa Rica:

- Certificates have been sent. Training Completion letters have been sent. The Costa Rica event has been finalized and completed.

-From feedback from the trainers and some participants, it has been a recommendation to provide this training and testing event again and provide the testing to be an open testing event for all levels.

Hawaii:

- On January 22nd and 23rd, Micah and I traveled to Maui for a closed prep course and testing.
- 11 individuals attended both. 1 of the 11 testers was a recertification. 2 out of the 10 did not pass.
- At this time, everyone has received information about passing or failing. Because of eligibility during that time, most of these people did not have the 40 hours of 3rd-party training. Since eligibility has changed, Micah and I proposed to the ACC to allow this group to be held to the new set of eligibility for In-House. The ACC decided that because they tested during the old eligibility, they would be held to that eligibility.

-To finalize this event, I am unsure if Invoices have been sent as this was something Shawn was going to coordinate with Skyline Ziplines.

Raleigh:

- There was confusion among applicants between signing up for Inspector Certification, Practitioner Exam, and the In-House Certification Course.
- We had 53 testers in the room. Of those, 40 originally signed up for the exam. 7 were added at the conference in regards to practitioner and in-house cert course confusion. **3 were added because of outside pressure**, and 3 were added by the registration desk. Because of the testing event in Denver, extra exams and materials were shipped to the conference, so there were enough tests for everyone even in this confusion.
- We utilized Spanish translated Level 1 Professional exams and received positive feedback. 6 of the 53 testers did not pass. 42 individual certificates and letters have been emailed out. 5 people have not received their certificates because we are still waiting for documentation.

-Future Testing Events-

I have put in my Summit Proposal the suggestion of having a testing event in conjunction with this meet. Harrisburg, PA. Fall Testing Event (watching)

ICP: Don Nagy has been an excellent chair. The Panel has updated the ICE Policy, the Eligibility Requirements (both currently with the ACC), and has created a Prep Course Task Force that will:
i. Create Curriculum ii. Testing Event Hosting Process. iii. Testing Event Hosting Process International
There has been conversation in regards to how applicants should be reviewed. Panel members are putting together a document so reviews are consistent.

ICE Goals:

- I would still like to add a location to our testing locations. It has been communicated to possibly adding something around the PVM Fall/Winter Symposium. Like I have stated in my last report, the conference should still be our main testing event, however, by hosting a smaller event, we could generate more awareness as well revenue.

-A proposed event has been added to my Program Summit Proposal

-Requested Costa Rica event

- I still think this Program needs to be more internationally welcoming. It is extremely US centric. If we want to reach out the bigger populations, we need to start looking into how we can make ICE approachable for those who are in Asia and surrounding countries. The Level 1 In-House and Level 1 Professional exams have been translated into Spanish and Luis Acevedo is working on translating the Level 2 In-House and Professional exams.

ICP Goals:

- My goal for the Panel is to help them become more self-sufficient. With a change in leadership and with guidance on how to perform the different roles associated within the Panel, I feel this group can make a large shift in a positive direction. **This is already happening and showing major improvements.**
- I would like to see this Panel reach out to AHJs with help from me and the PD to see how our program can help fill the needs of regulators. There has been communication in regards to making inspections more consistent between inspectors. This is not a goal that will happen in one year, but a long-term. **In Progress starting with the Universal Portfolio**

Vendor Accreditation:

New Applicants/ Inquiries:

- RedPoint Adventures LLC is currently in the process of Preliminary Application stage for the second time. The VAP is waiting to receive their updated Inspection Report to finalize their Preliminary Application. This is difficult at this time as they have been directed that it needs to be a certified Professional Level Inspector from a PVM and many PVMs are not operating at this time.

PVM Audits:

- It has been decided that this year, PVM site reviews will be done by the ARs while the ACC creates a Vendor Accreditation Reviewer Task Force that will create a second path for operation reviewers to provide Vendor Reviews. 1 AR so far has shown interest in joining this task force.
- There are 11 PVMs that will need a site review. I have set up a meeting (4/22/20) with the 3 ARs to start the planning process. Update: After the call we are looking at two plans. Plan A is doing the process that has been used in the past. If things do not allow for this to happen due to travel restrictions or other restrictions, we are looking into other options as Plan B.

-Shawn and I will be working on a letter to PVMs to see who feels confident in a site review this year. We will also be creating a waiver for those who need an extension due to COVID-19

VAP: There has been tension between VAP and ACC. Confusion, miscommunication, and members not following the correct pathways between the Panel and the Committee has been a large contributor to the tension.

- The Panel had been working on Annual Reports. 40 Reports were submitted 3 will not be receiving PVM Documents. 35 have been finalized and 33 have received their PVM Documents. 1 is waiting for the VAP, 2 are working on edits, 1 just need to be submitted as final (will not receive a PVM certificate) and 1 is waiting on insurance.
- The VAP was charged at the conference F2F meeting by the ACC to update and revise the Vendor Manual to be used for a Vendor Accreditation Reviewer track. To keep progress moving, I

have done alignments between the 2013 draft Accreditation Manual and the Operation Accreditation Manual. I passed this to the Panel April 1st.

-As of the April 9th meeting, this manual is being edited by a couple Panel members.

Observations

It has been obvious that members of the VAP are not happy with the task they have been given and are showing some push back to ACC, their Liaison, and Staff.

Vendor Accreditation Reviewer Task Force

This is a new task force put together by the ACC to start working on a Vendor Reviewer track similar to the Operation Accreditation Reviewer.

VA Goals:

One of my goals for the year was to put together a list for each PVM with their Membership information, Sub-Account member information, a link to their Annual Dues, Annual Report information, and a link to conference registration. This would also include important due dates. As of 9/13/19, these lists have been generated for each PVM. It is my hope that these can be updated annually and sent to PVMs to help make things smoother. **(Completed and sent out October 10th and will be updated in October 2020)** I want to add the PDF copy of final reports to this list if this is still necessary for future Annual Reports to reflect past reports.

Operation Accreditation:

Operation Reviewers:

- Korey Hampton and Erik Marter conducted the 2 one-day training sessions at the conference. Both training sessions seemed to be conducted with only minimum complaint. The biggest ones were the lack of printed materials. Those materials were not printed because everything is currently not approved by the Board and we didn't want wrong draft copies in circulation should there be any final changes via legal, finance, or Board.
- The Task Force sent out a survey monkey after the conference for feedback in hopes to recommend improvements to future training.

- I sent an update to those individuals who went through training with a brief update March 17.

- In preparation for this Program to be approved, I have also been triple checking all submitted documentation to ensure that the "Approved" reviewers are still where they need to be as we receive final comments and questions. There is also a workflow as to when someone has not been approved and the steps that are followed through the appeals process.

-It was suggested by a Board member to send out material and approval letters to those who have gone through the process along with a possible zoom meeting to cover different topics before Operation Accreditation is rolled out, however I do not feel it is acceptable to do so until the program is approved.

QUESTION TO THE BOARD If the Board would like me to do that before the program is approved, I can finish the packet and that can be sent out.

-It was directed by the Board to Staff to set up a General Training for those who are outside the PVM community for antitrust purposes. This training was set up for April 8th, however was postponed until further notice. **QUESTION TO THE BOARD: Does this training need to happen before the approval of the Program? If so, what options do we have to produce this training while under "Stay in home" orders?**

- After this last training, this Task Force will have completed their Terms of Reference and will be thanked and disbanded. A future Operation Reviewer Panel is in progress with the ACC surrounding their TOR.

OAP: The OAP is currently chaired by Tim Prairie.

- They have a copy of the Serious Injury/ Fatality form and the Site Audit form they are reviewing. They had a workflow conversation in regards to when documents from Operations Applications are shared with them.

-Shawn and I have worked on a timeline checklist of everything that is left to complete.

Trainer Credentialing Task Force:

This Task Force has worked on a curriculum for Trainer Certification.

- Updates in Micah Henderson's report since there is not much administration work at this time

Universal Portfolio Task Force: A Universal Portfolio Task Force has been put together by the ACC with Kathy as the Chair. There is more information in Micah Henderson's report.

Spring 2020

Policy Director Board Report

Submitted by Scott Andrews April 24, 2020

Consensus Group:

Since the last report, I have supported the Consensus Group in the following ways: the CG at its annual Face to Face meeting, recording minutes of meetings and preparing ballots. I have updated procedures and annual report showing compliance with the ANSI Essential Requirements have been forwarded to ANSI. I have coordinated with Melissa and the John Lazarus for timing of and space needs for the 2021 Face to Face at the Spokane Conference.

Standards Translations:

The Spanish edition is available on the website in both print and digital. Chinese will be available with in a week in both print and digital.

Legislative Action:

There are a number of states in the United States as well as one province in Canada which are considering regulation of amusement devices which would affect zip lines and adventure parks. Some would also affect Challenge Courses.

CALIFORNIA:

In the winter, a bill was introduced into the California Senate (SB955 Portanteno) which would have significantly affected both camps and camp challenge courses in the state. I worked with ACCT members, California Collaboration for Youth members and WAIC (Western Association of Independent Camps) to support their efforts to change and ultimately defeat the bill. I prepared extensive reviews of existing California legislation and regulation and the effects the new bill would have on camp challenge courses. I traveled to Sacramento in early March to meet with the CCFY Board and present my findings. I also met with several legislators in the state about the bill with the support of CCFY. During this trip, I was able to meet with the staff of CA PAR who regulates commercial amusement operations in the state and would have regulated camp sites. This was a very productive trip and ultimately the bill was dropped.

VIRGINIA:

Virginia is nearing the end of its 5-year cycle of rules adoption and adjustment. I prepared and Randy Smith has presented a new set of rules to the State Amusement Device Technical Safety Committee which would create three significant changes in the state: 1) include ACCT as a standard in the state, 2) add Aerial Adventure Courses to the list of permitted activities, and 3) create a special inspector designation allowing ACCT L2 Professional Inspectors to provide state mandated inspections. The state boards and committees working on these changes. The committee's meetings and decisions have been delayed until at least June 2020.

WISCONSIN:

The state of Wisconsin is beginning the process of updating the existing requirements for licensing camps that may include specific requirements for challenge courses. I am in contact with the staff at the state who are managing this process and have answered their questions on the ACCT Standards. I will continue to monitor this situation. The staff at the state are currently working on new language and I am continuing to offer support to them in understanding the language in the ANSI/ACCT Standards.

BRITISH COLUMBIA

TSBC has forwarded their proposal to the Ministry. BC Camp Association has retained a lobby group to affect their efforts to change or deflect the regulation of camp challenge courses by TSBC to the ASTM standards. Kathy Haras and I are continuing to provide technical assistance to BCCA and TSBC.

COVID -19

Since early March I have been creating material for members and working with John on distribution. Current resources include:

- CARES act overview and resources
- Canadian payroll protections information
- Monitoring of state regulatory changes because of Covid-19
- Long-term closure information
- Reopen information
- Equipment Cleaning recourses including reaching out to suppliers, manufacturers, and distributors when information is missing.

In addition, I am working with API and Tom Leahy to facilitate and coordinate the API HUDDLE process.

To: ACCT Board

From: John Voegtlin, Office Manager

Date: 04/24/2020

Staff Board Report

1. Office Manager: Have now fully adapted and adjusted to the Office Manager role in my first year, and I am definitely thriving and enjoying the role, especially answering member questions. The adjustment to work-from-home during the pandemic has gone surprisingly well, with only the occasional trip to the office for a missing adapter, to check the mail, and put some sold standards in the outbox.

2. Work which coincides Board Priorities

a. Increase Membership and Value:

- Efforts to provide a more accurate account of our actual membership numbers. Have had much more time for YM database 'cleaning' with the slowing of member calls. Current memberships still listed as older, non-existent member types are now 90% transitioned (Organizational transitioned to B2C or B2B for example).
- Informz Marketing Platform. We've transitioned the existing ~bi-monthly email Newsletter and Member Update emails to the new platform. We also (quietly) opened the newsletter to outside subscribers, with increasing public plugs and a sign up spot to be added to the site. Informz has the ability to customize content for members vs non-members, as well as any other Target group which we define/import. We also imported past Conference Attendees and Conference Sponsors & Exhibitors into their own target groups and Melissa has used the tool to do at least one message.
- I've maintained our current facebook Where Are You Wednesday content and will also post the pertinent newsletter article content/links in the weeks following each newsletter. I've also revived the use of our LinkedIn, Instagram, and Twitter accounts and am currently in the process of deciding the best times and content for each platform.
- ACCT Academy has begun populating its workgroup. With the help of Conference Workshop Coordinators, we have a list of possible pre-vetted content creators. The forming workgroup has put together a timeline of how to continue the content search and make the process easy and transparent. Free and member-only content is being hosted on a branded Youtube channel and embedded on the site. Paid content such as on-demand or live webinars are a possibility with our Zoom account, but their availability would largely depend on agreements with whoever is providing that content.
- ACCT Regulation Map has added a blog section for updates, and has been used fairly frequently in this pandemic to post what Scott composes and compiles. The Wordpress installation makes this process fairly easy for Scott, but I'm continuing to support him how I can

- ACCT Group Health landing page and PPO by State page posted.
- We would still like to refresh and redesign the main header of the ACCT site and apply the new branding to the other ACCT sites (regmap, certifications, etc.) Any changes above the main menu & content require YM support, so we'll have to experiment in a test environment, and contact them when we're ready to make the change.

b. Transparency

- Chairs slack channel was used to communicate details about Basecamp Archive, New F2F Policy, and phone and videoconference resource tracking ideas, as well as new telephone lines/passcodes from our phone conference provider. Information requests were also made about 2020 Conference Event and Session details.
- I still plan to introduce sections/pages on the website for each volunteer group to post updates and/or minutes from meetings. Hoping to give a designated member of each group the ability to update their section automatically, or with minimal input/help from me.

3. Membership Workgroup:

- Membership inherited the Volunteer recruitment session for the 2020 conference. The focus on this process and the lack of any presence by Leadership and Nominations has led to a discussion between the chairs of those groups, the staff, and the liaisons in the hopes of clarifying and redefining the roles of those groups, and cleaning up the volunteer intake process.
- Informz will give us the ability to set up a welcome campaign, that includes the welcome packets that this group worked on. I envision using their input to craft the campaign.
- Heather had started a list of companies for outreach to prospective members and I will be re-introducing that data to the group for future tasks after the conference (another potential Informz campaign).

4. PR & Marketing Workgroup:

- Chair stepped down. Will start conversation with this group about choosing a new chair.
- Would like to involve them in crafting campaigns for Informz

5. IT Workgroup

- Worked to transition our most common forms to Jotform
 - Reimbursement Form is complete.
 - COI/NDA form is complete. It is encrypted. Tracking of submissions is done in a separate sheet.
 - Volunteer Inquiry and Volunteer Application are both complete.
- Outstanding/ongoing goals
 - Set up Calendar to help avoid Zoom use conflicts
 - Develop Technology Use Policy for all volunteers
 - Evaluate other tech services to be sure we're using them to their potential

Staff Board Report

Name: Melissa Webb

Date: 4/22/2020

Please provide a brief narrative of the projects, initiatives, and tasks that you have completed (or are ongoing and in process) since the last F2F BOD meeting:

- **Exhibitor Policies:**
 - This was put in place for the 2020 conference in Raleigh. We did have a few violations and discussed the need to solicit insight from the BOD / BOD Emeritus (since they developed these policies) to assist in enforcing these policies. A report of several of those violations was provided to the ED by the Exhibit Liaisons and was passed along for BOD review.
 - We debriefed this topic as a work group as well as staff and the consensus was that we should budget for someone with this level of expertise to monitor the hall during setup / dismantle (at minimum) to ensure that vendors comply. This responsibility should not fall on a volunteer.
 - **What are the repercussions of a vendor that is not in compliance?**
- **Exhibitor Registration:**
 - We wrapped up the conference with 104 / 126 booths sold and \$217,080.00 in Advertising, Exhibitor, Sponsorship revenue.
- **Attendee Registration:**
 - We surpassed all previous registration #'s with 1167 attendees and \$474,136.87 in revenue.
 - 267 individuals participated in certifications, pre-cons, post-cons, & ICE
- **Budget:** We were right on target with what we budgeted for events income and were approximately \$100K under budget in expenses.
- **Workshops:**
 - The first formal presenter gathering was a huge success!
 - **Would love to budget a small amount for F&B for this in the future as a kind gesture for all of them giving of their time and sharing their knowledge.**
 - 2021 Call for presenters is [LIVE!](#)
- **ACCT Awards:**
 - Overall feedback on the actual awards ceremony was great!
 - Have received feedback the past 2 years from vendors that they are feeling the loss of the 2nd evening reception in the hall that does not compete with

workshops or other conference events. We made this decision at a time we needed to drastically reduce our food & beverage spend. While I do not have a strong opinion about this one way or another, we do need to realize that adding that reception back in would result in a \$65k increase in total food and beverage expenses.

- **2020 Digital Conference Program:**
 - During debriefing it came up that perhaps with a higher adoption rate of our conference app (see details below) and more content being loaded to the website maybe we don't need the digital program any longer?!
 - Most people suggested via the conference survey that they prefer to receive their event information via the app, e-blasts, & website.
- **Conference App:**
 - Adoption rates for the app in 2020 were pretty good!
 - I have stats for anyone interested in those.
- **AGM:** Size of the room was decent. Maybe slightly bigger. Those tallying votes should contact me to find a safe space to do so. Need to find a better time for this as we received a great deal of feedback that folks did not like having it during lunch. Perhaps we can explore attaching it to the end of the PVM Symposium on Wednesday? We could open the room up for attendees to join since currently PVM's are required to be there for the BOD voting process.
- **Hotel Room Blocks:**
 - **Marriott:** We picked up 921 rooms of our contracted block of 1328. We were responsible for 80% of those (1062).
 - We were advised that the hotel was sold out on at least one of our peak nights and while we were obligated to the full amount we pushed back asking for a reduction in our attrition responsibility since they did not experience any true loss that night.
 - They reduced our attrition total from \$25,992 to \$17,890.
 - **Sheraton:** We picked up 561 of our contracted 756 rooms. We were required to hit 70% without having any attrition and that put us at 74%.
- **2021 Spokane:**
 - Kristin (HPN) and I have begun a dialogue with the folks in Spokane regarding our 2021 conference. Since we worked directly with Visit Spokane to contract our event there, we have started our discussions with them. When we spoke, they were allowing any group with an event during March - June to cancel under force majeure. Initially they were not overly thrilled about opening that dialogue with groups scheduled to arrive further out. Since our fiscal year falls when it does, and we have already begun to see the impact of Covid-19 on our industry we wanted to play it smart and begin that discussion now. We were advised that once we have a better idea of what we anticipate that looking like

that we should begin discussions with the actual venues. Before that can happen data collection and insight from finance is critical. Shawn and I have dialogued about this extensively and are looking forward to involving both the BOD and the Finance Committee in those discussions to aid in making the best decision on how to proceed with planning.

- **Future Conference Locations:**
 - We are currently in a holding pattern on sourcing locations for 2024 because of Covid-19 as well as the room block issues, we have experienced over the last few years.
 - There needs to be an extensive conversation about this to stay on track with future contracting.
 - Perhaps its time to revisit overall conference schedule for efficiency for attendees as well as to reduce conference meeting rental fees?!
- **ACCT International:**
 - I do not have any updates on this currently. I believe it is on hold as a result of Covid-19.
- **PVM Symposiums:**
 - Fall Symposium: If there is potential for this to be an annual thing, I would like to suggest there be funds budgeted for the meeting and a formal plan for where / when they will meet. This has been a bit of a scramble the last 2 years with nothing formally budgeted for it.
 - There was discussion about hosting this alongside a face to face BOD meeting or Program Summit if it happens to assist in reducing expenses.
 - Program Summit proposal submitted by the Program Department.
- **Face to Face Committee Meetings**
 - John, Shawn, and I have been working on creating a formal submission process for all face to face meeting requests both in conjunction with the conference and separately. This is necessary as the process for folks requesting space for F2F meetings needed refined.
 - The goal of the one in conjunction with the conference is to be able to provide the specific day / time slots available for ACCT groups to meet once all revenue generating space has been assigned. We plan to share a link to this form with ACCT Chairs in July / August once all pre-con, Post-con, and 90-min workshops have been vetted.
- **Professional Development:**
 - I have participated in a few virtual event webinars to try to educate myself on options should we choose to have some sort of virtual component to our 2021 event.
 - Fortunately, we do already have a few platform subscriptions that could assist with this.

Please provide a brief narrative of the upcoming projects, initiatives, and tasks that you will be working on between now and the next F2F meeting of the BOD:

Committee/Panel/Work Group Projects: Identify projects or initiatives that are currently being pursued within the committee(s) / panel(s) /or staff work groups that you oversee and write a brief description of the status of each project identified.

- **Conference Workgroup (CWG) Update** – The CWG meets monthly as a full group to provide updates on each of their respective areas (Digital, Exhibits, Registration, Service Crew, Special Projects, and Workshops) as well as several times monthly for smaller brainstorming sessions. Following the conference in Raleigh we met as a large group and I also met with each area to conduct small group debriefs. Additionally, I checked in with each new team member to see how their first year on the team went and to solicit feedback on how we could improve our current systems and procedures.
- **2021 Planning:** We are currently proceeding as normal until we are advised otherwise. We have begun populating the 2021 Workshop Review Task Force (WRTF). I have added all CWG members as guest users to my 2021 Workplan Project via ASANA to assist in better communication and efficiency during 2021 planning.
- **Resources Needed** –
 - We need some better-quality radios for the CWG to use for on-site logistics. Moving into Convention Centers the reception of the current radios does not quite do the trick. We have explored using cell phones etc. instead and it is much easier to handle a situation quickly if the radio is in your ear. This is not a 911 given the current situation but something to consider for the future.

April 2020 Board Report – Finance Committee

Members:

Jen Ottinger, High 5 Adventure Learning Center - Chair
 Brian Funtleyder, Boundless Adventures
 Cheyne Griswold, Go Ape
 George Powell, Highlands Aerial Park & Sky High Hurdles

Board Liaison – Cameron Annas

Project / Task	Status/Discussion
Banking products and managing cash assets.	<ul style="list-style-type: none"> ○ Waiting for feedback from the board on this recommendation: Immediate multiple signature thresholds be put in place for all open accounts before any funds are moved again. ○ Two signatures for (\$5,000 or \$10,000) to \$50,000. (out of ED, Treasurer or Board President) ○ Three signatures (or authorization documentation?) for \$50,000+. (ED, Treasurer, Board President) ○ What are the quantity of transactions for the above amounts? ● Structure for reserve fund (CD ladder plus Money Markets) was passed to Board and ED, ED is in the process of opening accounts.
Audit	<p>Ongoing: Committee to explore and submit to BOD a plan for an audit to take place in 2020. Question: Build cost of audit into new budget, or delay another year?</p> <ul style="list-style-type: none"> ● FC will request the ED contact our current CPA for quote. ● FC will create RFP and collect 2-3 other bids (by January 30th) ● Cost would be built into 2021 budget and begin July, 2020
Liaison w/other committees:	<ul style="list-style-type: none"> ● OAP: No new activity ● Vendor Accreditation: No new activity. FC needs an update on priority of this project. ● Conference: <ul style="list-style-type: none"> ○ Previous discussion: FC would like to explore other possible revenue models around room night guarantees (or not) and/or possible incentives or subsidies to drive attendees to the room block. Subcommittee still to be formed, but conversation has moved forward with 2 committee members, Shawn, Melissa and Carson. ○ New: FC will wait to hear if there are significant changes for 2021 conference due to Covid-19. ● International Committee: No new activity. ● We continue to mutually share developments between FC and the Insurance Committee. No current shared projects.
Financial Policies and Procedures Manual	<p>Develop a comprehensive document of guidelines for financial activities within the org. still needs to be developed. No new activity. Subcommittee and action plan will be shared with the BoD.</p>



Upcoming Meeting Schedule:February 12th.

Regular meetings are the second Wednesday of the month, 10 am EST. We did not meet in March or April - no quorum.

Requests for Support/Recommendations

- Given the growing responsibilities of the committee - we continue to search for more members.
 - Current interested parties: Todd Domeck and Kolby Oswald, Climbworks Design

###

Minutes of TIRE Committee

Inaugural Meeting

Date: April 16, 2020

1:00 p.m. EST

Monthly Meetings: 1:00 p.m. Eastern. First Monday of each month.

Next Meeting: May 4, 2020 1:00 p.m. EST

Leadership:

Rich Klajnscek: Chair

Michelle Hepler: Vice Chair

Sarah Oosterhuis: Secretary

Attendees/Members: Korey Hampton; Sarah Oosterhuis; Michelle Hepler; Randy Smith; Josh Tod, Rohan Shahani; Rich Klajnscek; Kathy Haras.

Absent: John Winter

Modes of Communication: Slack & G Drive. Set up different channels.

Follow Up/Outcomes: Rohan to work with John at ACCT to begin the set-up of this. Sarah to get tutorial from Rohan for Slack use.

Terms of Reference Document: no questions about contents.

Zip Line Break Systems Task Force: Active 4-5 members. Kathy is secretary. Chair unknown. Tony Draus working on Terms of Reference. Dave Humphrys and Dave Marrell also part of this group. **Rich Klajnscek is the liaison.**

Guy Anchors: Group needs to be populated. Dave Horan recommended as a good potential member. **Josh Tod is the liaison.**

Follow Up/Outcomes: Josh to contact Mark Lynn and Dave Horan.

Membership Recruitment: PMV List Serve & Affinity Groups & General Membership are good resources for finding task force members both within the industry and within companies.

Follow Up/Outcomes: Rohan will get a list of members from us that we need and send them to Andy Brash chair of Membership Work Group. Compile list next meeting.

Budgeting: Standards to purchase list put together by Kathy. Priced out and beginning to purchase as funds allow. Rohan working on budget. End of June budget is finalized. Fiscal start is July 1st. Likely able to spend up to \$1000 this year on standards. Requested budget for 15 people to meet face to face.

Follow Up/Outcomes: Rich recommends face to face meeting on the last Sunday of the conference.

Lifeline Task Force: Concern within the last 5 years of different types of materials being used for life lines and concerns about how it is terminated. This information not always available from manufacturers. Not possible to provide how to do it but focus on developing testing procedures.

Follow Up/Outcomes: leave work on this for now.

Commissioning Task Force: Discussed how to approach this.

Follow Up/Outcomes: Rich recommends this as a possible conference workshop and then a White Paper.

Terminology Task Force: Phase 1 coming out of ACC Committee. Micah is the Liaison, Kathy Chair and Leslie Sohl Secretary. Words and terms for the Accreditation Universal Portfolio. Phase 2 would focus on terminology in the standards and make this a Task Force of the TIRE Committee.

Follow Up/Outcomes: Korey to contact Micah to request joining ACC Task Force. Korey would then become liaison of this Task Force when it is a Task Force of the TIRE Committee.

Education Task Force: TIRE collects info on what education needs are out there. TIRE needs to know what support the Conference Committee needs for workshop sessions. Sarah to be a task force member. **Michelle is liaison.**

Follow Up/Outcomes: Michelle to contact Melissa to join TIRE's next meeting.

On Line Library Task Force: Appendices, White Papers, Technical Bulletins etc. needs to be collected and updated. Use an ACCT staff member to input the documents into an online library.

Follow Up/Outcomes: Review next meeting.

Board Report – Accreditation and Certification Committee (ACC)

Submitted: April 24th, 2020

Committee Member	Email Address
Micah Henderson (2018) - Chair	micahmmh@gmail.com
Kennerly DeForest (2017) - Vice Chair/VAP Liaison	ken@challengeworks.com
Brian Lisson (2017)- Secretary	brian@adventureworks.org
Rich Petteruti (2017) - TrainerCred TF Liaison	rich@theadventureguild.com
Niels Damman (2017) - OA Panel and ORTraining TF Liaison	niels@damman.us
Mike Smith (2019)	adventuresmith@gmail.com
Andrea Vogt (2019) - ICP Liaison	andrea@experientialsystems.com

Board Liaison – Billy Simpson

Purpose (Re-approved February 5,2019)

The purpose of the Accreditation and Certification Committee is to ensure that our accreditation and certification programs are coordinated, complementary to each other, relevant, and meet high standards of quality.

Terms of Reference (Re-approved February 5,2019)

1. Ensure that ACCT accreditation and certification programs meet the emerging needs of the industry.
2. Ensure harmonization between accreditation and certification programs.
3. Approve policies for eligibility, assessment, documentation, and awarding of all ACCT accreditation and certification programs.
4. Ensure that ACCT accreditation and certification programs meet current ACCT policies for accreditation and certification, as well as overarching Association policies.
5. Ensure that ACCT accreditation and certification programs meet the ACCT mission and build the ACCT brand.
6. Create, manage, and eliminate accreditation and certification panels and task forces as needed.
7. Create, maintain and update Terms of Reference for all accreditation and certification panels and task forces and appoint chairs to those groups.
8. Ensure ongoing communication is effective between ACCT staff, committee, panels, and task forces.

9. Oversee ongoing review and audit of all accreditation and certification programs on a regular basis to ensure quality, and relevance.
10. Support the ACCT staff in administering and delivering accreditation and certification programs.
11. Create and maintain an appeals process for all accreditation and certification programs.
12. Submit an annual meeting schedule to the Board of Directors for approval, including at minimum one face to face meeting per year.
13. Submit annual budget requests, including sub-group requests, to the Board of Directors for approval no later than March 15th of each year.

ACC Committee Projects: Identify projects or initiatives that are currently being pursued within the committee and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Terms of Reference - PROJECT COMPLETE	Review TORs for the ACC committee and all sub-groups. Work with groups to finalize and submit to the BOD for consideration	ACC - Complete VAP - Complete ICP - Complete OAP - Complete TrainerCredTF - Complete ORTrainingTF - Complete Universal Portfolio TF - Complete Vendor Reviewer Training TF - Complete
2. Vendor Accreditation 2020 plan	Formalizing process for 2020.	Survey Responses organized and delivered to ACC and made available to PVMs. The following 4 tasks are currently being completed for 2020. <ol style="list-style-type: none"> 1. Heather works with VAP to make AR and other Reviewer assignments for 2020 Reviews. - IN PROGRESS 2. A waiver be put in place to assist Vendors who need to postpone for a year due to COVID-19. Details will need to be worked out. @Heather to draft a waiver and plan for review by ACC. We will need to consider the impact on the overall accreditation cycle. IN PROGRESS

		<p>3. Terms of Reference for Vendor Reviewer Training Task Force need to be developed. TOR to be created by Micah Henderson and Kennerly deForest for review at our next meeting. COMPLETE AND APPROVED BY ACC</p> <p>4. VAP to focus energy on Vendor Accreditation Manual - IN PROGRESS</p>
3. Appeal Panel	Responded to an informal request related to the Appeal Panel Process	COMPLETE
4. Program Development Process Policy	Develop written policy and procedures as well as associated forms to guide in the development of new programs and the revamping of existing programs	Draft policy created, but not yet voted on. New Program Plan form currently being filled out and tested by ACC liaisons to identify possible edits. Some portions of the plan shared with VAP. ACC will review their feedback in an upcoming meeting. IN PROGRESS
5. QCP Document Plan	The ACC continues to get questions about how to edit the QCP document to align with program requirements and changes.	Currently advising sub-groups to propose edits to the current QCP document alongside proposed edits to their program's policy or program documents. ACC will review and approve any edits. No current proposals complete. - IN PROGRESS
6. "Complaints" process development	To align programs with the current BOD certification and accreditation policies requirement for a process to levy complaints is being considered.	Initial conversations between the ACC chair and the Ethics Committee have begun. All parties are still in the information gathering phase. IN PROGRESS
7. Program Summit Proposal Support	ACC assisted Heather with a logistic and financial proposal	Submitted to Shawn for review.

	for a 2020 program summit. All sub-group F2F meetings would occur at this event.	
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Upcoming ACC Meeting Schedule:

1. May 21st, 2020 10am MST
2. June 18th, 2020 10am MST
3. July 16th, 2020 10am MST
4. August 20, 2020 10am MST
5. September 17th, 2020 10am MST
6. October 15th, 2020 10am MST
7. November 19th, 2020 10am MST

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

1. Awaiting direction for F2F meeting/budget requests moving forward. It would be helpful for volunteer groups to have a standard form to fill out. It would also be helpful to know if the ACC should approve requests or just pass them along to the BOD or Staff for approval.
2. Determine strategic business goals for existing programs. (Ex. increased revenue, increased participation, etc.)
3. Please identify 2020 and early 2021 BOD report due dates so that we can plan accordingly
4. Members of the ACC were disappointed that we were not consulted about the decision to offer an additional Operation Reviewer Training, as it had been an intentional decision to limit the pool in this initial trial rollout. We would have preferred to have been consulted about the concerns raised by members of the Board of Directors so that these could have been addressed by our committee. Additionally we should have been informed directly rather than hearing about it through an email sent out to the membership.

Volunteer groups managed by ACC

1. Vendor Accreditation Panel (VAP):

Panel Member	Email Address
Wayne Berger - Chair	wayne.berger5@gmail.com
Andrew Hubert - Vice Chair	andrew@challengesunlimited.com
Brenda Reed	brenda@ropeworksinc.com
Chris Ortiz - Secretary	adventureortiz@gmail.com
Alicia Bourke	aliciabourke86@gmail.com
Lye Yen-Kai	lyeyenkai@gmail.com
Rob Krug	RobbKrug@gmail.com
Lori Pingle	lori@getagriponline.com

Committee Liaison – Kennerly DeForest

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Vendor Revamp	Vendor Review Manual	<p>ACCT Staff have collected and collated all current materials and provided updates for VAP to work from.</p> <p>Working on creating updated 'criteria' for expanded accreditation services - utilizing existing QCP as a starting point - initial work delivered to ACC</p>

2. Annual Reports	processing PVM annual reports	All reports complete. Final notices sent to last PVM's with outstanding questions
3. 2020 Planning	PVM Site Visits	Decision made to run 2020 site visits with current review system. Potential Waiver for vendors to postpone review due to COVID-19 - directed to ED for legal
4. Updated ToR	Guiding ToR for VAP	Created, reviewed, edited and approved by ACC and adopted by VAP

Upcoming Meeting Schedule:

1. Second Wednesday of each month - 10:30 Eastern Time

Requests for Support– Identify types of support, approvals or direction requested from the ACC Committee, the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

1. ACC to provide feedback on Program workflow for Vendor Accreditation

2. Operator Accreditation Panel (OAP) -

Task Force Member	Email Address
Tim Prairie - Chair	tprairie@humelake.org
Walter Larkins - Vice Chair (nomination)	walter@onropeconsulting.com
Kyle Hansen – Secretary (nomination)	khansen2@unl.edu
Andy Brash	acbrash@gmail.com
Erik Marter	erik@teamsynergo.com
Korey Hampton	korey@frenchbroadadventures.com

ACC Liaison - Niels Damman

niels@aerialdesigns.com

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Re-form Panel	Invite members and schedule 1 st meeting; Discuss and accept ToR	Completed
2. Clarifications	Clarify QCP ‘manager hours’ and ‘Go/No-go criteria’	In progress.
3. Support ACCT staff in administering the OA program	Assist Heather in implementing the OAP.	In progress

Upcoming Meeting Schedule:

Moving forward Bi-Weekly or more often as needed. Next meeting April 28, 2020

Requests for Support– Let’s get this thing moving. It’s easier to steer a moving ship than one that’s sitting still. We are trying to keep our folks engaged and moving forward so having some “marching orders” would be a good thing.

4. Inspector Certification Panel (ICP):

Panel Member	Email Address
Don Nagy - Chair	don@experientialsystems.com
Henry "Hank" Backofen - Vice Chair	hank@4thcliff.com
Bodhi Ogle - Secretary	ogle.ross@gmail.com
Corey Wall	corey@cdiinfo.com
Mark Taber-Miller	spiritadventuresllc@gmail.com
Toby Lukins	tobylukins@gmail.com
Luis Acevedo	airelibrepr@gmail.com
John Turman	jturman@bonsai-design.com
Adam Wood	awood@lajitasgolfresort.com
Jonathan Lumb	janathanlumb@gmail.com

Committee Liaison – Andrea Vogt

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Document Updates	ICE policy document; Panel Terms of Reference	Terms of Reference - Complete ICE Policy -Complete
2. CEU Form	Update CEU values and create a form that can be used remotely (to capture CEUs not obtained at the ACCT conference)	In progress
3. Prep-course	Update ICE prep course to include more hands-on activities.	In-Progress
5. Tests	Update and approve all written exams.	Complete

6. Level Requirements	Review eligibility requirements for each level.	In-Progress Proposed revised eligibility requirements integrated into new policy - Currently under review by ACC
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Upcoming Meeting Schedule:

1. May 14, 2020, 9am MST
2. June 11, 2020, 9am MST
3. July 9, 2020, 9am MST
4. August, 2020 F2F Dates to be determined
5. September, 10, 2020, 9am MST
6. October, 8, 2020, 9am MST
7. November, 12, 2020, 9am MST
8. December, 10, 2020, 9am MST

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

1. Revised administrative guidelines from staff
2. Request actuals/data/findings from 2019 (examples include certification #s, actual program finances, satisfaction levels related to program, an overview of any program issues, F2F ICP expenses breakdown from 2019)

5. Trainer Credentialing Task Force (TCTF):

Task Force Member	Email Address
Lori Stover - Chair	lmstover18@gmail.com
Sandra Browand - Vice Chair	sandy@whistlingsky.com
Andrew Morris	andrew@cdiinfo.com
John Coombs	jcoombs@frostvalley.org
Marissa Angellatta	m.angellatta@gmail.com
Bruce Brown	coachrgz2014@gmail.com
Dick Hammond	dick@leadershiponthemove.com

Committee Liaison – Rich Petteruti

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Survey	Develop and deliver trainer survey to industry community for information to help develop curriculum for trainers	Complete
2. F2F Meeting	Fill out the F2F request form and deliver to the ACC.	Complete
3. Exploring current curriculum for trainers.	Looking internal and external and filtering information	Complete
4. Draft curriculum	Work on developing curriculum for trainers and determine what	Complete

	fits best for the challenge course industry	
5. Work Group	Work on creating a work group of industry professional for feedback	Complete
6. Work Group Feedback	Circulate Draft Curriculum and Feedback Questions to Work Group	In Progress
7. Review/Edit Draft Curriculum	Once Reading Group feedback is received update the draft curriculum	Upcoming Task

Upcoming Meeting Schedule:

1. April 30, 2020 5:30 MST
2. June 4, 2020 5:30 MST
3. July 2, 2020 5:30 MST

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

1. None at this time.

5. Operation Reviewer Training Task Force/Panel (ORTTF):

Task Force Member	Email Address
Korey Hampton - Chair	korey@frenchbroadadventures.com
Erik Marter	erik@teamsynergo.com
Tom Leahy	tom@leahy-inc.com
Tim Prairie	tprairie@humelake.org

Committee Liaison - Niels Damman

niels@aerialdesigns.com

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Training	Create a training for Operational Reviewers	Completed.
2. Train ORs	Train ORs to conduct an operation review following the ACCT standards	Completed
3. Review	Collect and summarize feedback and make recommendations for changes and improvements to future trainings.	Draft completed. Expected completion date: 5/15/2020

Upcoming Meeting Schedule:

an upcoming Thursday

Requests for Support—None

6. Universal Portfolio Task Force (UPTF):

Task Force Member	Email Address
Kathy Haras - Chair	kathy@adventureworks.org
Leslie Sohl - Secretary	leslie.sohl@gmail.com

Committee Liaison - Micah Henderson

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Get Set Up	Create items to begin the new Task Force work.	TOR Approved, Chair Approved, Slack and Team Drive set up. Kick off meeting held with TF, Heather and Micah.

Upcoming Meeting Schedule:

1. April 29, 2020 11am - 1pm MST
2. May 13, 2020 11am - 1pm MST
3. May 27, 2020 11am - 1pm MST

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

1. None at this time

7. Vendor Reviewer Training Task Force (VRTTF):

Task Force Member	Email Address
Not identified yet	

Committee Liaison - Not Identified yet

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Get Set Up	Create items to begin the new Task Force work.	TOR Approved, Chair options being developed for consideration at May ACC meeting.

Upcoming Meeting Schedule:

1. Not determined yet

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

2. None at this time

ACCT Insurance and Risk Management Committee Report
April 23, 2020

This committee has not met since the conference in February. I have begun to do some work on the committee structure. Robert and I are currently active and Gary has agreed to remain active, particularly in terms of continuing to contribute articles to the newsletter. Bob Ryan has agreed to re-join as I feel we can use his specific risk management expertise. All of these folks have current COI forms on file. Shawn has assigned Scott Andrews in as our staff contact and we intend to keep him in the loop unless told differently.

At one point we actually had about 9-10 more members on our email list, however a few were our lawyer friends and Dan Freed, our insurance guru, who are not really contributing any longer. And another half-dozen were various folks who tagged along and very rarely if ever actually contributed. Gary agrees that these folks should likely rotate off. We are looking for a couple of new members. Someone mentioned that Go Ape had someone who coordinated their risk management and I contacted their COO who is connecting me with her. Other suggestions are welcomed, though I would prefer not to do an "open call" as these most often generate interested folks with no real expertise which is generally unhelpful.

In February, we discussed a continuation of the Loss Trends analysis that was done in January by Appalachian State. The intent would be to have Cameron and Robert update the raw data yearly and to see if AS would be willing to assign some students to re-crunch/update the analysis on a yearly basis. Also the possibility of asking for some additional output parameters to be added. We intend to submit a formal proposal to the BOD later, but I'm thinking we could give an incentive, like paying/comping one or two students to come to the Conference each year to help present the data at the PVM Symposium and as part of the Insurance Workshop Session(s).

The Health Insurance program with Medova is rolling out. Gary was exploring one additional option for the program, that was put on hold until the summer. He has confirmed that he will followup with SALA to see what offerings they may be willing/able to offer.

Annual review of ACCT insurance coverages will continue to be a recurring project as will developing workshops for the annual Conference

We will plan to organize a committee conference call in the next 60 days, with additional meetings every 60-90 days and a face-to-face at the 2021 Conference.

Submitted by Randy Smith, Chair